

Ishpreet Singh Kalsi

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Customer Service Associate

Dedicated and results-driven Customer Service Associate with total 2.5 years of experience serving US based and Singapore based customers over the Phone/Chat/Email. Proven track record of efficiently resolving inquiries and providing exceptional service. Skilled in active listening, problem-solving, and building rapport. Committed to ensuring customer satisfaction and exceeding expectations. Eagerto further develop my career in the customer service field, leveraging my expertise to contribute to a dynamic team and deliver outstanding customer experiences.

 203, New patel Market, Gouri Nagar, Indore, Madhya Pradesh, India



Work Experience

November 2022 - Present | Teammate • TaskUs India Pvt Ltd - Indore , India

- Customer service associate at TaskUs Indore, Work done with DoorDash process specializing in resolving customer queries related to products and services.
Proficiently handled a high volume of inbound customer chats and doing outbound calls at the same time. Excellent active listening skills to fully understand customer concerns and needs.
Provided customer satisfying resolution regarding their food quality concerns once the food parcel is delivered to the customer.
Successfully resolved customer issues, ensuring high levels of customer satisfaction. Collaborated with team members to share best Practices and improve overall customer services Maintained up-to-date knowledge of DoorDash product offerings and promotions.

September 2021 to November 2022 | Customer service associate • Teleperformance India

- Customer service associate at Teleperformance Indore, did work with the SingPost process from Sep 2021 to May 2022, specializing in resolving customer queries related to products and services.
Proficiently handled a high volume of inbound customer phone calls and chats.
Excellent active listening skills to fully understand customer concerns and needs.
Provided accurate and detailed information regarding customer issues that they are facing with their delivery parcels during that time.
Successfully resolved customer issues, ensuring high levels of customer satisfaction. Collaborated with team members to share best Practices and improve overall customer serviceMaintained up-to-date knowledge of SingPost of product offerings and promotions.
I have also managed a newly batch due process requirement.
- Customer service associate at Teleperformance Indore, did work with CSI process from May 2022 to November 2022 specializing in Fincrime.
Proficiently handled a high volume Backend data of PEP & Sanctions.
Providing data to the client with high No. of tickets

Education



2020 - 2021
Delhi Board
Science and Maths

Skills

- ms excel
- communication skills
- verbal and written communication
- customer service
- data analysis
- analytical mindset
- active listening
- problem-solving
- time management
- product knowledge
- adaptability
- teamwork
- multi-channel
- communication
- technical proficiency
- technical support
- google office tools
- digital marketing
- ad servers
- seo
- google ad manage

Languages

- English — Professional
- Hindi — Native or Bilingual
- Spanish — Beginner